

AMENDMENTS TO THE SPECIFICATION

Please replace the abstract of the disclosure on page 33 of the application with the following amended paragraph:

A method ~~is disclosed~~ for distributing a customer-initiated call placed with a contact center to one or more remotely located agents trained to service calls for one or more contact centers comprising the steps of receiving the ~~customer-initiated~~ call at a contact center; deriving an array of caller information ~~from the customer-initiated call~~; transmitting the array of caller information to a coordination center servicing one or more contact centers; identifying at least one remotely located agent trained and authorized to receive said ~~customer-initiated~~ call ~~for the contact center~~; directing the ~~customer-initiated~~ call to the ~~identified remotely located~~ agent; ~~the coordination center~~ tracking the number of calls received by the ~~remotely located~~ agent for said contact center and providing payroll services for the contact center ~~on behalf of the remotely located agent~~; ~~the coordination center~~ maintaining statistical records of each customer-initiated call and providing the statistical records to the contact center; establishing simultaneous communication between the coordination center, the ~~remotely located~~ agent and the contact center; monitoring the ~~content of~~ communications ~~taking place in the~~ ~~customer-initiated~~ call and providing access to the ~~content to the~~ contact center; and the contact center rendering assistance to the ~~remotely located~~ agent.